AUDIO SYSTEM WORKSHEET

Warranty Audio Order - Audio System

* = Required

Dealer Information

Dealer Number _____

DPTS# / Name* _____

SSN* _____ (last four numbers)

Telephone No.* (_____) _____-_____ ext _____

Repair Order Number* _____

Repair Order Date* _____ / _____ / _____

Approved By Parts Manager* ❍ Yes ❍ No

Called Tech Line?* ❍ Yes ❍ No [***Must mark Yes** or **No**.]*

*(If **Yes**, provide previous Reference #. If **No**, it is not necessary to contact Tech Line for a Reference #.)*

Reference # _____

Vehicle Information

VIN _____ **Mileage** _____

Model _____ **Model Year** _____

Body Type _____ **Trim Level** _____ **Interior Color Code** _____

Warranty / Goodwill Information

Goodwill Authorization _____

Customer Information

Customer Name* _____ **Customer Contact No.*** (_____) _____-_____

Customer's Complaint* _____

_____

_____

_____

Problem Description

Could you duplicate the problem?* ❍ Yes ❍ No **Is this a repeat complaint?*** ❍ Yes ❍ No

Is this a repeat repair (comeback)?* ❍ Yes ❍ No **Compares to a "known good" vehicle?*** ❍ Yes ❍ No

What is the problem? (Check all that apply)*

❑ **AM** (Describe in Comments section below) ❑ **Cassette Player**

❑ **FM** (Describe in Comments section below) ❑ **CD Player/Changer**

❑ **XM** (Factory Installed) ❑ **Other** (Describe in Comments section below)

Is this audo order related to Service Bulletin 04-027? ❍ Yes ❍ No

How long after purchase did the problem begin? _____ _____ (Days/Months/Years)

Other Accessories

❑ Cassette Player ❑ CD Player ❑ CD Changer ❑ Security System ❑ HFL

❑ Window Tinting ❑ OnStar ❑ LoJack ❑ Rear Entertainment System (Non-OEM)

❑ Rear Camera ❑ Radar Detector ❑ XM Radio ❑ iPod Link

❑ **Other** (Describe in Comments section below)

Conditions

When* ❍ Always ❍ Sometimes ❑ After using for _____ (Minutes/Hours)

Where* ❑ Anywhere ❑ Country ❑ City ❑ Other location (Describe in Comments section below)

Weather* ❑ All weather ❑ Dry ❑ Cloudy ❑ Raining

Outside Temperature* _____ degrees F

Driving* ❍ Stopped ❍ Moving ❍ Both

Engine* ❍ Running ❍ Off ❍ Both

Other Conditions ❑ (Describe in Comments section below)

(Continued on next page)

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Shared Functions

Symptoms

- ❑ No sound
- ❑ Noise / static
- ❑ Sound distorted
  - ❑ L. Front
  - ❑ R. Front
  - ❑ L. Rear
  - ❑ R. Rear
  - ❑ Subwoofer
  - ❑ Center Speaker
  - ❑ All Speakers
  - ❑ Other location (Describe in Comments section below)
- ❑ No digital display
- ❑ No illumination
- ❑ Won't turn on
- ❑ Will not accept anti-theft code _____
- ❑ Cosmetic problems (Describe in Comments section below)
- ❑ Damaged joy stick/knobs/buttons (Describe in Comments section below)
- ❑ Other (Describe in Comments)

Radio

Symptoms

- ❑ Fades in and out
- ❑ Cuts in and out
- ❑ Noisy
- ❑ Sound distorted
- ❑ Weak sound
- ❑ No sound
- ❑ Electrical noise
  - ❑ From engine
  - ❑ From other source (Describe in Comments section below)
- ❑ Other (Describe in Comments section below)

Conditions

Mode

- ❑ AM
- ❑ FM
- ❑ XM
- ❑ AM, FM and XM

Stations

- ❑ All stations
- ❑ Weak stations
- ❑ Strong stations

Cassette Player

Symptoms

- ❑ No eject / tape jammed
- ❑ Eats / damages tapes
- ❑ No loading
- ❑ No play
- ❑ No sound
- ❑ Ejects while playing
- ❑ Keeps ejecting
- ❑ Sound muffled
- ❑ Plays too fast
- ❑ Plays too slowly
- ❑ Keeps changing sides
- ❑ Other (Describe in Comments section below)

Conditions

- ❍ All tapes
- ❍ Specific tape Length _____ Minutes

CD Player / Changer

Symptoms

- ❑ Error code _____ (Code displayed)
- ❑ No play
- ❑ Skips
  - ❑ Over bumps
  - ❑ Using test disk
  - ❑ All the time
- ❑ No sound
- ❑ No loading
- ❑ No eject
- ❑ Ejects while playing
- ❑ Ejects immediately
- ❑ Other (Describe in Comments section below)

Conditions

- ❑ All discs ❑ Specific disc: Position in magazine # _____
- ❑ Adhesive CD labels used? ❑ Yes ❑ No
- ❑ Factory recorded CD jammed in unit
- ❑ CD-R (Home recorded) jammed in unit

Description of CD stuck in unit

_____

_____

_____

Comments

List "Other" Symptoms/Conditions here in detail

_____

_____

_____

_____